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AUTHOR	Gell, Robert L.; Harkness, Suzanne C.
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ABSTRACT

This study was undertaken to assess employers' attitudes toward the educational preparation of Montgomery College graduates in their employ. Further, it was an effort to gain information from employers regarding what improvements they felt could be made in Montgomery's curriculum to better prepare students for their future occupations. The data were gathered by questionnaires completed by the employers of graduates. The programs evaluated in the survey represented both career and transfer oriented curriculums. The majority of the graduates were employed in the metropolitan Washington area by private firms, hospitals, or the Federal Government. The study found that Montgomery College is providing employers with graduates who have sufficient backgrounds and preparation to succeed in their occupations. This was evidenced by the number of employers who stated that they would hire additional Montgomery graduates in the future, without reservation. It was further found that an AA degree was not necessary for obtaining many of the positions held by the graduates, but that once hired, chances for promotion were improved with the degree. This finding leads to the conclusion that in the eyes of the business world, the role of the community college is to provide the training needed for job entry, and that this training is not necessarily equated with the Associate of Arts degree. (Author)

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EDUCATION

THE EMPLOYERS

A Survey of Employers who have Hired Montgomery College Graduates

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Robert L. Gell, Dean

Suzanne C. Harkness, Research Analyst

Office of Institutional Research and Analysis

Montgomery Community College

Montgomery County, Maryland

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INTRODUCTION

> Job entry skills should be most obvious to the employer. The image a college enjoys within the business community depends on the experience employers have had with the school's former students. Persons who hire and supervise students are in a unique position to judge the adequacy of the program in terms of job-entry skills acquired.
>
> Report of the Maryland Community College Career Program Evaluation Committee - 1974

The third phase of the student follow-up system initiated at Montgomery Community College is a survey of the employers of graduates. This report contains the findings of the first college-wide effort to involve employers in the educational program evaluation process - a process which will increase in importance and size as evaluation becomes an integral part of program development and planning.

This study is not definitive as all employed graduates did not identify their supervisors and not all supervisors responded to the survey. In some instances the sample size is too small to draw conclusions, and further, the possibility exists that graduates enjoying a positive relationship at work were more likely to provide names of their supervisors than were others. This study does, however, establish a baseline upon which subsequent surveys can be built and against which the effect of program changes can be measured.

Of special concern to the College is the feeling among employers that the associate degree is not essential for job entry. This attitude will be closely studied in subsequent surveys. The implication is that

program completion and graduation may not be the same thing as employers may be willing to hire students who have completed the skill or technical courses but not necessarily the general education courses required for a degree. The number of graduates in such curriculums would not be an accurate measure of program success; therefore, identifying and establishing indicators of an effective program will be one of the major challenges of the College's evaluation effort.

The cooperation of the supervisors who participated in this study and their willingness to express their candid opinions regarding the educational programs of the College are acknowledged as the key to this aspect of program evaluation.

A SURVEY OF EMPLOYERS WHO HAVE HIRED MONTGOMERY COLLEGE GRADUATES

THE PROBLEM

During the Fall of 1973, those students who had graduated from Montgomery Community College during the school-year 1972-73 were sent questionnaires to determine their present activity and their attitudes toward the educational preparation they had received at the College. Of the total number of students completing the questionnaire, 245 students indicated that they were presently employed. Each employed student was asked to provide the name of his/her supervisor so that information regarding employers' attitudes toward Montgomery's programs could be obtained. A total of 107 (44%) of the 245 employed students gave the necessary information and a questionnaire with a covering letter was sent to each supervisor identified. (See Appendix A for questionnaire).

The major intent of the employer survey was to gain information regarding their attitudes toward the educational preparation of Montgomery Community College graduates in their employ. An additional intent of the study was to discover what improvements the employers felt could be made in the curriculum structure to better prepare graduates for positions in the world of work.

METHODOLOGY

The data analyzed for this study were gathered through questionnaires mailed in the Fall of 1973 to employers who had hired Montgomery graduates. The graduates had received their associate arts degree the previous academic

year. The questionnaire utilized for this study was developed by the Montgomery Community College Office of Institutional Research and Analysis and contained ten questions designed to obtain employer's attitudes toward the vocational preparation of the graduate in their employ.

For the purpose of reporting the findings of the study, the report will follow the format of the questionnaire preceded by a description of the study population. This study is basically a baseline study, therefore no comparisons can be made with previous data.

THE POPULATION

The population for the purpose of this survey were the employers of the 245 Montgomery Community College graduates who indicated they were employed on their graduate follow-up questionnaire. From this number, 107 (44%) students indicated that they would have no objections to having their employer contacted to elicit information regarding the College's programs. The graduates provided the names and addresses of their supervisor.

The actual subjects of this report became the 66 (62%) employers who completed the employer survey questionnaire out of the possible 107. The breakdown of the 66 employers includes 48 employers who had hired graduates of career curriculums and 18 employers who had hired graduates of transfer curriculums.[1] A further breakdown revealed that 36 of the

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[1]There are two types of curriculums a student can enroll in at Montgomery Community College - career or transfer. Transfer curriculums culminate with an associate of arts degree which is equivalent to the first two years at a four-year college or university. The career curriculums also lead to an associate of arts degree, but the preparation afforded in this type of program is designed to prepare students to enter a given career field after graduation.

graduates hired were men while 30 were women. Data related to the students hired by the employers are presented in Table I. A complete listing of the 66 employers participating in this study is provided in Appendix B.

TABLE I

TYPES OF STUDENTS HIRED BY THE EMPLOYERS PARTICIPATING IN THIS STUDY

	Graduates					
Curriculum	Men	Percent	Women	Percent	Total	Percent
Career	25	38%	23	35%	48	73%
Transfer	11	17%	7	10%	18	27%
TOTAL	36	55%	30	45%	66	100%

THE FINDINGS

Students' Curriculum Areas

The breakdown by specific curriculums of the 66 graduates whose supervisors participated in this study is provided in Table II. The greatest number of career oriented graduates were in either nursing (8) or a secretarial curriculum (7) while the greatest number of transfer students were in general education (12).

Types of Employers

The 66 employers participating in this study fell into one of the following six types: a hospital, a school (college or public school), a government agency (state or federal), a private firm, a physician's office,

TABLE II

CURRICULUMS OF GRADUATES WHOSE SUPERVISORS PARTICIPATED IN THE STUDY

Curriculum	Number of Supervisors	Percent
CAREER ORIENTED		
Cartography	1	1%
Computer Science	4	6%
Dental Assisting	1	1%
Engineering	3	5%
Fire Science	4	6%
Management	2	3%
Medical Lab. Technology	4	6%
Mental Health Associate	5	8%
Nursing	8	12%
Criminal Justice	2	3%
Secretary	7	11%
Recreation Leadership	1	1%
Advertising Art	3	5%
Printing Technology	3	5%
Sub Total	48	73%
TRANSFER ORIENTED		
Business Administration	1	1%
Education	4	6%
Engineering	1	1%
General Education	12	19%
Sub Total	18	27%
TOTAL	66	100%

or a public utility. A breakdown of the distribution in each of these types of employers is presented in Table III. The largest number of students were employed by a private firm (47%), followed by a hospital (21%), and a government agency (18%).

TABLE III

TYPES OF EMPLOYERS

Type of Employer	Career Graduates	Percent	Transfer Graduates	Percent	Total	Percent
Hospital	12	18%	2	3%	14	21%
Government Agency	10	15%	2	3%	12	18%
Private Firm	19	29%	12	18%	31	47%
School	2	3%	2	3%	4	6%
Physician's Office	4	6%	0	0	4	6%
Public Utility	1	2%	0	0	1	2%
TOTAL	48	73%	18	27%	66	100%

Location of Employer

Almost half (45%) of the 66 employers participating in this study have their places of work located in Montgomery County while 30 percent are located in the District of Columbia and another 14 percent in other counties in Maryland (see Table IV). Likewise, when examining the work location of the total 245 employed graduates, 58 percent were found to be working in Montgomery County (see Appendix D). This finding is in line

with one of the purposes of a community college - to service the occupational needs of the community. It would appear that approximately 95 percent of the students who obtain employment after graduating from Montgomery Community College do so within the greater metropolitan Washington area.

TABLE IV

EMPLOYERS BY LOCATION AND TYPE

Location / Type of Employer	Montgomery County	District of Columbia	Other Maryland Counties	Virginia	Other State	Totals	Percent
Hospital	6	6	2	0	0	14	21%
Government Agency	4	6	2	0	0	12	18%
Private Firm	12	8	4	4	3	31	47%
School	3	0	1	0	0	4	6%
Doctor's Office	4	0	0	0	0	4	6%
Public Utility	1	0	0	0	0	1	2%
TOTAL	30	20	9	4	3	66	
PERCENT	45%	30%	14%	6%	5%	100%	100%

Need for Associate Degree

The first question asked supervisors had to do with the need for an associate degree to qualify to work in the particular position held by the Montgomery graduate. Only 17 percent (11) of the 66 employers indicated

that an associate degree was mandatory for entering the position. An additional 44 percent of the employers stated that a degree was not required, but was preferred (see Table V).

Only 9 (19%) of the 48 supervisors employing career graduates felt that an associate degree was necessary to perform the job. Approximately 35 percent (17) of the 48 supervisors reported that no degree was necessary for the job.

TABLE V

NEED FOR AN ASSOCIATE DEGREE FOR PRESENT POSITION

	Career Graduates	Percent	Transfer Graduates	Percent	Total	Percent
AA Degree Required	9	14%	2	3%	11	17%
AA Degree Not Required, but Preferred	22	33%	7	11%	29	44%
AA Degree Not Required	17	26%	9	13%	26	39%
TOTAL	48	73%	18	27%	66	100%

Employers' Attitudes Toward Hiring Two-Year College Graduates

About half (47%) of the 66 employers stated that they did hire other two-year college graduates to work in their businesses in addition to the Montgomery graduate while 48 percent of the employers stated that they did not. Of those 31 employers who have other two-year college graduates

working for them, the majority reported they employ from two to six AA graduates (see Table VI).

When asked about preferences given to applicants with the AA degree as opposed to individuals with two years of college and no degree, 43 percent (29) of the 66 employers reported that they would favor the student with a degree. However, 53 percent (35) of the employers indicated that no preference would be given to applicants with the AA degree (see Table VII). Therefore, having a two-year degree may not always be more advantageous in obtaining a position than just two years of college without the degree.

TABLE VI

EMPLOYERS EMPLOYING ADDITIONAL TWO-YEAR COLLEGE GRADUATES

Additional Graduates Employed	Career Graduates	Percent	Transfer Graduates	Percent	Total	Percent
Yes	24	36%	7	11%	31	47%
No	23	35%	9	13%	32	48%
No Response	1	2%	2	3%	3	5%
TOTAL	48	73%	18	27%	66	100%

Promotion Potential of an Associate Degree

Employers were also asked on the questionnaire if an employee in their organization earned an associate degree would he or she have an increased chance of being promoted. Almost half (45%) of the employers

TABLE VII

DOES EMPLOYER GIVE PREFERENCE TO GRADUATES WITH ASSOCIATE DEGREE OVER STUDENTS WITH TWO YEARS OF COLLEGE AND NO DEGREE?

Preference Given AA	Career Graduates	Percent	Transfer Graduates	Percent	Total	Percent
Yes	23	35%	6	8%	29	43%
No	24	36%	11	17%	35	53%
No Response	1	2%	1	2%	2	4%
TOTAL	48	73%	18	27%	66	100%

indicated that an employee would "usually" be promoted while 9 percent stated that an employee would "always" have a better chance for promotion with an AA degree. Only 15 percent (10) of the employers disclosed that it would be "unlikely" for an AA degree to have any impact on promotion potentials (see Table VIII).

Following the trend of the previous responses, 59 percent of the supervisors said an employee who received an AA degree would "usually" or "always" be expected to assume greater responsibilities. An additional 21 percent stated that their employees would "sometimes" be assigned greater responsibilities when they earned their AA degree (see Table VIII).

Again, as with the previous questions, 55 percent of the employers reported that the acquisition of an AA degree would increase the level of job tasks of an employee. Thirty percent of the employers (20) inferred that "sometimes" the AA degree would make a difference. It may be assumed

from the findings of this study that over half of the time an associate degree will increase an employee's chances of promotion as well as his level of job tasks and responsibilities.

TABLE VIII

PROMOTION POTENTIAL OF EMPLOYEE EARNING AN ASSOCIATE DEGREE

Would an AA Degree-	Never	Unlikely	Sometimes	Usually	Always	No Response	Total
increase promotion chances	1	10	16	30	6	3	66
Percent	2%	15%	24%	45%	9%	5%	100%
give employee greater responsibilities	2	7	14	32	7	4	66
Percent	3%	11%	21%	48%	11%	6%	100%
increase job tasks requiring a high level of skills	1	5	20	29	7	4	66
Percent	2%	7%	30%	44%	11%	6%	100%

Supervisors' Attitudes toward Employee's Preparation at Montgomery College

The supervisors participating in this study were asked to rate in eight specific areas the job preparation and performance of the Montgomery College graduate whom they employ. Specifically, the eight areas included the following: the graduate's depth in the various areas of knowledge required by the job, the graduate's scope of the various areas of knowledge required by the job, the graduate's understanding of the theory behind the

tasks performed, the graduate's performance of job skills, the graduate's familiarity with equipment and machines used on the job, the graduate's ability to communicate with his superior, the graduate's ability to get along with his fellow workers, and the graduate's overall work attitude. The findings related to the eight areas are presented in Tables IX through XVI. The findings of the study indicated that the graduates were reported to be adequately prepared for the most part in all eight of the areas. The only two curriculum areas mentioned as producing graduates with inadequate preparation were nursing (two out of eight graduates) and dental assisting (one graduate). However, the number of supervisors reporting in these areas is much too small to draw any conclusions.

Supervisors rated the graduates highest in the areas of their ability to communicate with their supervisor, ability to get along with fellow workers, and overall work attitude. Lowest ratings were made in the familiarity with equipment and machines used in the employer's operation. Almost a fifth of the career program graduates were noted as inadequate in this area.

Employers' Attitudes toward Hiring Additional MC Graduates

A total of 94 percent (62) of the 66 employers stated that after having hired one Montgomery College graduate they would "without reservation" or with "possible screening" employ additional graduates of the College. Only four employers indicated that they would not hire additional Montgomery graduates (see Table XVII). These findings reveal that, for the most part, employers who hire Montgomery graduates find them to have sufficient backgrounds and preparation to make them acceptable employees.

TABLE IX

THE SUPERVISORS' EVALUATION OF THE GRADUATES' DEPTH OF KNOWLEDGE REQUIRED BY THE JOB

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	0	1	0	1
Computer Science	0	2	2	0	4
Dental Assisting	1	0	0	0	1
Engineering	1	0	1	1	3
Fire Science	0	2	2	0	4
Management	0	2	0	0	2
Medical Lab. Tech.	0	4	0	0	4
Mental Health Assoc.	1	3	1	0	5
Nursing	2	3	3	0	8
Criminal Justice	0	1	0	1	2
Secretary	0	6	1	0	7
Recreation Leadership	0	1	0	0	1
Advertising Art	1	1	1	0	3
Printing Tech.	0	1	2	0	3
SUBTOTAL	6	26	14	2	48
PERCENT	9%	40%	21%	3%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	1	2	1	4
Engineering	0	0	1	0	1
General Education	0	4	7	1	12
SUBTOTAL	0	5	11	2	18
PERCENT	0%	7%	17%	3%	27%
TOTAL	6	31	25	4	66
PERCENT	9%	47%	38%	6%	100%

TABLE X

THE SUPERVISORS' EVALUATION OF GRADUATES' SCOPE OF THE VARIOUS AREAS OF KNOWLEDGE REQUIRED BY THE JOB

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	1	0	0	1
Computer Science	0	2	2	0	4
Dental Assisting	1	0	0	0	1
Engineering	0	1	1	1	3
Fire Science	0	3	1	0	4
Management	0	1	1	0	2
Medical Lab. Tech.	0	4	0	0	4
Mental Health Assoc.	1	3	1	0	5
Nursing	1	4	3	0	8
Criminal Justice	0	1	0	1	2
Secretary	0	6	1	0	7
Recreation Leadership	0	1	0	0	1
Advertising Art	1	0	2	0	3
Printing Tech.	0	1	2	0	3
SUBTOTAL	4	28	14	2	48
PERCENT	6%	42%	22%	3%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	1	2	1	4
Engineering	0	0	1	0	1
General Education	0	6	5	1	12
SUBTOTAL	0	7	9	2	18
PERCENT	0	11%	13%	3%	27%
TOTAL	4	35	23	4	66
PERCENT	6%	53%	35%	6%	100%

TABLE XI

THE SUPERVISORS' EVALUATION OF THE GRADUATES'
UNDERSTANDING OF THE THEORY BEHIND THE TASKS PERFORMED

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	1	0	0	1
Computer Science	0	2	2	0	4
Dental Assisting	1	0	0	0	1
Engineering	0	0	2	1	3
Fire Science	0	2	2	0	4
Management	0	2	0	0	2
Medical Lab. Tech.	0	3	0	1	4
Mental Health Assoc.	1	1	2	1	5
Nursing	1	5	2	0	8
Criminal Justice	0	1	0	1	2
Secretary	0	4	3	0	7
Recreation Leadership	0	1	0	0	1
Advertising Art	0	2	1	0	3
Printing Tech.	0	1	2	0	3
SUBTOTAL	3	25	16	4	48
PERCENT	5%	38%	24%	6%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	1	2	1	4
Engineering	0	0	1	0	1
General Education	0	3	9	0	12
SUBTOTAL	0	4	13	1	18
PERCENT	0	6%	20%	1%	27%
TOTAL	3	29	29	5	66
PERCENT	5%	44%	44%	7%	100%

TABLE XII

THE SUPERVISORS' EVALUATION OF THE GRADUATES' PERFORMANCE OF JOB SKILLS FROM THE BEGINNING OF EMPLOYMENT

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	1	0	0	1
Computer Science	0	2	2	0	4
Dental Assisting	1	0	0	0	1
Engineering	0	1	1	1	3
Fire Science	0	4	0	0	4
Management	1	0	1	0	2
Medical Lab. Tech.	0	3	1	0	4
Mental Health Assoc.	0	3	2	0	5
Nursing	2	4	2	0	8
Criminal Justice	0	1	0	1	2
Secretary	0	4	3	0	7
Recreation Leadership	0	1	0	0	1
Advertising Art	0	1	2	0	3
Printing Tech.	0	2	1	0	3
SUBTOTAL	4	27	15	2	48
PERCENT	6%	41%	23%	3%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	3	1	0	4
Engineering	0	0	1	0	1
General Education	0	3	8	1	12
SUBTOTAL	0	6	11	1	18
PERCENT	0%	9%	16%	2%	27%
TOTAL	4	33	26	3	66
PERCENT	6%	50%	39%	5%	100%

TABLE XIII

THE SUPERVISORS' EVALUATION OF THE GRADUATES' FAMILIARITY WITH EQUIPMENT AND MACHINES USED IN EMPLOYER'S OPERATION

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	1	0	0	1
Computer Science	1	1	2	0	4
Dental Assisting	0	1	0	0	1
Engineering	0	1	1	1	3
Fire Science	1	2	0	1	4
Management	1	0	1	0	2
Medical Lab. Tech.	1	3	0	0	4
Mental Health Assoc.	1	2	2	0	5
Nursing	3	3	2	0	8
Criminal Justice	0	1	0	1	2
Secretary	0	4	3	0	7
Recreation Leadership	0	1	0	0	1
Advertising Art	1	1	1	0	3
Printing Tech.	1	2	0	0	3
SUBTOTAL	10	23	12	3	48
PERCENT	15%	35%	18%	5%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	2	1	1	4
Engineering	0	0	1	0	1
General Education	3	4	4	1	12
SUBTOTAL	3	6	7	2	18
PERCENT	5%	9%	11%	2%	27%
TOTAL	13	29	19	5	66
PERCENT	20%	44%	29%	7%	100%

TABLE XIV

THE SUPERVISORS' EVALUATION OF THE GRADUATES' ABILITY TO COMMUNICATE WITH SUPERIOR

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	1	0	0	1
Computer Science	0	3	1	0	4
Dental Assisting	1	0	0	0	1
Engineering	0	0	2	1	3
Fire Science	0	1	3	0	4
Management	0	1	1	0	2
Medical Lab. Tech.	0	3	1	0	4
Mental Health Assoc.	1	1	3	0	5
Nursing	0	3	5	0	8
Criminal Justice	0	0	1	1	2
Secretary	0	3	4	0	7
Recreation Leadership	0	1	0	0	1
Advertising Art	0	1	2	0	3
Printing Tech.	0	2	1	0	3
SUBTOTAL	2	20	24	2	48
PERCENT	3%	31%	36%	3%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	1	2	1	4
Engineering	0	1	0	0	1
General Education	0	2	10	0	12
SUBTOTAL	0	4	13	1	18
PERCENT	0%	6%	19%	2%	27%
TOTAL	2	24	37	3	66
PERCENT	3%	37%	55%	5%	100%

TABLE XV

THE SUPERVISORS' EVALUATION OF THE GRADUATES' ABILITY TO GET ALONG WITH FELLOW WORKERS

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	0	1	0	1
Computer Science	0	1	3	0	4
Dental Assisting	1	0	0	0	1
Engineering	0	1	1	1	3
Fire Science	0	1	3	0	4
Management	0	0	2	0	2
Medical Lab. Tech.	0	2	2	0	4
Mental Health Assoc.	0	2	3	0	5
Nursing	0	3	5	0	8
Criminal Justice	0	0	1	1	2
Secretary	0	2	5	0	7
Recreation Leadership	0	0	1	0	1
Advertising Art	0	1	2	0	3
Printing Tech.	0	2	1	0	3
SUBTOTAL	1	15	30	2	48
PERCENT	2%	23%	45%	3%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	1	2	1	4
Engineering	0	1	0	0	1
General Education	0	2	10	0	12
SUBTOTAL	0	4	13	1	18
PERCENT	0%	6%	19%	2%	27%
TOTAL	1	19	43	3	66
PERCENT	2%	29%	64%	5%	100%

TABLE XVI

THE SUPERVISORS' EVALUATION OF THE GRADUATES' OVERALL WORK ATTITUDE

CURRICULUM	Inadequate	Adequate	More Than Adequate	Not Observed	Total
CAREER					
Cartography	0	0	1	0	1
Computer Science	0	3	1	0	4
Dental Assisting	1	0	0	0	1
Engineering	0	0	2	1	3
Fire Science	0	1	3	0	4
Management	1	0	1	0	2
Medical Lab. Tech.	0	2	2	0	4
Mental Health Assoc.	0	2	3	0	5
Nursing	1	2	5	0	8
Criminal Justice	0	1	0	1	2
Secretary	0	2	5	0	7
Recreation Leadership	0	0	1	0	1
Advertising Art	0	0	3	0	3
Printing Tech.	0	2	1	0	3
SUBTOTAL	3	15	28	2	48
PERCENT	5%	23%	42%	3%	73%
TRANSFER					
Business Admin.	0	0	1	0	1
Education	0	1	2	1	4
Engineering	0	1	0	0	1
General Education	0	4	8	0	12
SUBTOTAL	0	6	11	1	18
PERCENT	0%	8%	17%	2%	27%
TOTAL	3	21	39	3	66
PERCENT	5%	31%	59%	5%	100%

TABLE XVII

EMPLOYERS' ATTITUDE TOWARD HIRING ANOTHER MC GRADUATE IN THE SAME CURRICULUM

CURRICULUM	YES without reservation	YES with screening	NO	Total
CAREER				
Cartography	1	0	0	1
Computer Science	1	3	0	4
Dental Assisting	0	1	0	1
Engineering	1	2	0	3
Fire Science	3	1	0	4
Management	1	1	0	2
Medical Lab. Tech.	2	2	0	4
Mental Health Assoc.	3	1	1	5
Nursing	2	6	0	8
Criminal Justice	0	1	1	2
Secretary	4	3	0	7
Recreation Leadership	1	0	0	1
Advertising Art	1	1	1	3
Printing Tech.	2	1	0	3
SUBTOTAL	22	23	3	48
PERCENT	33%	35%	5%	73%
TRANSFER				
Business Admin.	1	0	0	1
Education	2	2	0	4
Engineering	0	1	0	1
General Education	6	5	1	12
SUBTOTAL	9	8	1	18
PERCENT	14%	12%	1%	27%
TOTAL	31	31	4	66
PERCENT	47%	47%	6%	100%

Employers' Comments About Montgomery College Graduates and their Academic Preparation

The comments made by supervisors regarding the graduates that they employ and their academic preparation will be summarized in this section according to the curriculum areas represented. Those curriculum areas where no comments were provided by supervisors will not be included.

Computer Science - The employers employing graduates in computer science felt that the students they employed should have a solid background in mathematics as well as economics and business procedures. Further, they felt the College should provide experience with a variety of business machines. The employers also stated that computer science graduates should have experience in technical writing and that the required courses taken by students at Montgomery do not prepare the students sufficiently in this area.

Fire Science - The employers of fire science graduates desire their employees to have experience in office management as well as possess typing skills. Further, they believe a student should be adept at public speaking and have additional training and experience in leadership skills. Some of the employers stated that it would be helpful if graduates were more aware of local building codes. They also felt their was a need for more duplication of classes to allow shift workers to avail themselves of the fire science courses provided by the College.

Management - Management graduates should have greater experience in typing and work with adding machines according to employers. Also, the employers feel that a management graduate needs greater experience in how to handle people effectively.

Medical Laboratory Technology - Employers of medical laboratory technologists feel that graduates need a better understanding of all laboratory instruments. In addition, they stated that a graduate should have knowledge of blood banking.

Mental Health Associate - The employers of mental health associates inferred that graduates should be more adept in interviewing techniques, have greater experience in administering psychological tests and possess a basic knowledge of statistics. They also mentioned that business and secretarial skills would be helpful. Further, employers would like graduates acquainted to a greater degree with mental disorders and greater understanding of geriatric problems. The employers additionally felt that the College should place greater emphasis on the clinical vocabulary and terminology used in the mental health field.

Nursing - Even though two employers stated that they felt the Montgomery nursing graduate in their employ was inadequate in certain areas, they were very reluctant to indicate where improvements might be made by the College. One employer stated that she believed that Montgomery nurses needed more experience working with group assignments. Another employer commented that nurses should have exposure in clinical settings in their academic program.

Secretarial Work - On the most part, employers of Montgomery College graduates in one of the secretarial fields indicated that they were very pleased with the level of performance achieved by the graduates. One employer indicated that his employee had excellent skills in machine transcription. Those supervisors employing medical secretaries did, however, feel that these graduates could have greater familiarity with medicare, Blue Cross-Blue Shield, and simple laboratory tests.

Printing Technology - The employers of printing technology graduates felt that graduates in this field should have a broad knowledge of various phases of the printing field. One employer stated that he would like graduates to have knowledge of cold composition and computerized composition.

SUMMARY, FINDINGS, AND IMPLICATIONS

This study was undertaken to assess employers' attitudes toward the educational preparation of Montgomery College graduates in their employ. Further, it was an effort to gain information from employers regarding what improvements they felt could be made in Montgomery's curriculums to better prepare students for their future occupations.

The data were gathered by way of questionnaires which were mailed to employers. The list of employers surveyed for the study was derived from follow-up questionnaires of Montgomery graduates where the graduates

identified their present supervisor and gave permission for him/her to be contacted. The actual employers surveyed for this study became the 66 supervisors out of a possible 107 who returned completed questionnaires. Due to the method of sampling used in this study, it is difficult to generalize the findings to all employers of Montgomery College graduates. The employers surveyed were those identified by graduates to be surveyed; therefore, it may be assumed that most likely only those graduates in favorable settings gave permission to contact their employers.

The programs evaluated by the employers represented both career and transfer curriculum areas. The greatest number of career graduates received degrees in either the nursing or secretarial curriculums while the greatest number of transfer students were in general education. The types of organizations employing the largest number of Montgomery graduates in this study were private firms, followed by hospitals and the federal government. Almost half of the students are employed in Montgomery County while the remaining students are, for the most part, employed elsewhere in the metropolitan Washington area.

The AA degree appeared to be unnecessary for obtaining many of the positions held by the graduates. Only 17 percent of the employers stated that a degree was required for the job. However, approximately half of the employers stated that they had hired other employees with AA degrees. Nevertheless, over half of the employers indicated that they would not give preference to graduates with AA degrees over students with two years of college and no degree.

The employers further inferred that usually an AA degree would increase an employee's chances for promotion as well as give him greater responsibilities and a higher level of job tasks. Therefore, it may be concluded that an AA degree may not be necessary to obtain a position, but once in the position a degree will increase an employee's chances for promotion.

When assessing the graduates' performance on the job and preparation received at Montgomery College, the employers indicated that they felt that the graduates were at least adequate if not more than adequate in their performance of job tasks and relationships with fellow employees. A total of 94 percent of the employers stated that they would hire other Montgomery College graduates without reservation or with possible screening.

In their assessment of the individual curriculum areas, the employers appeared to provide constructive comments for consideration by the College. However, it must be noted that due to the small numbers of graduates in each of the curriculum areas represented in this study, it is difficult to examine the division between individual personality evaluation and program evaluation.

In conclusion, it appears from the findings of this study that Montgomery College is providing the employers in the metropolitan Washington area, particularly Montgomery County, with graduates who have sufficient backgrounds and preparation to succeed in their occupations. Perhaps the need for a formal degree to obtain a position may need further examination. It may be the case that a community college's role is to provide the necessary training needed to obtain a position in the world of work with or without a degree as the desired end.

APPENDIX A

EMPLOYER QUESTIONNAIRE

MONTGOMERY COLLEGE

A two year public community college
ROCKVILLE, MARYLAND 20850 ■ (301) 762-7400

Dear Supervisor:

Montgomery Community College is conducting an evaluation of its educational programs and would appreciate your assistance. As the supervisor of an M.C. graduate, you are in a unique position to provide valuable input into our study.

Please share your knowledge with us by completing the enclosed questionnaire and returning it in the stamped, self-addressed envelope.

Sincerely,

Robert L. Geli
Dean of Institutional Research and Analysis

RLG:aml

Enclosures

MONTGOMERY COMMUNITY COLLEGE GRADUATE

EMPLOYER QUESTIONNAIRE

(2-4) _____
Name of Montgomery College Graduate

(5-6) _____
AA Degree or Certificate

Supervisor _____ Title _____

(7) Firm _____

(8) Address _____

_____

(9) 1. Does the position held by this MC graduate require an Associate degree?

(1) _____ Yes

(2) _____ Not required but preferred

(3) _____ No

(10) 2. Do you employ other two-year college graduates?

(11-12) (1) _____ Yes How many? _____

(2) _____ No

3. Do you give preference to a prospective employee with an Associate degree over a person with two years of college and no degree?

(13) (1) _____ Yes

(2) _____ No

4. If an employee in your organization earned an Associate degree would he/she:
(Check appropriate response)

		1	2	3	4	5
(14)	A. Have increased chances of being promoted	☐ Never	☐ Unlikely	☐ Sometimes	☐ Usually	☐ Always
(15)	B. Be expected to assume greater responsibilities	☐ Never	☐ Unlikely	☐ Sometimes	☐ Usually	☐ Always
(16)	C. Be expected to perform job tasks requiring a high level of skills	☐ Never	☐ Unlikely	☐ Sometimes	☐ Usually	☐ Always

5. Based on your own experience of supervising a Montgomery College graduate please indicate how adequate you feel the College prepared her/him in each of the areas listed below. *(Check appropriate response)*

		Inadequate 1	Adequate 2	More than Adequate 3	Not Observed 0
(17)	A. Depth in the various areas of knowledge required by the job is	☐	☐	☐	☐
(18)	B. Scope of the various areas of knowledge required by the job is	☐	☐	☐	☐
(19)	C. Understanding of the theory behind the tasks performed is	☐	☐	☐	☐
(20)	D. Performance of job skills from the beginning of employment was.	☐	☐	☐	☐
(21)	E. Familiarity with equipment and machines used in your operation in the beginning was	☐	☐	☐	☐
(22)	F. Ability to communicate with superior is	☐	☐	☐	☐
(23)	G. Ability to get along with fellow workers is.	☐	☐	☐	☐
(24)	H. Overall work attitude is.	☐	☐	☐	☐

6. Would you employ another Montgomery graduate who has a degree in the same area as your current employee?

(25) (1) _____ Yes - without reservation

(2) _____ Yes - with careful screening

(3) _____ No - Why? _____

7. Please specify any additional skills that you feel an AA graduate you employ should have:

26-27) _____

_____

_____

Is there any weak skill or technical area that should be strengthened by the College?

(28-29) _____

_____

_____

8. Please specify any additional areas of knowledge that you feel an AA graduate you employ should have?

(30-31) _____

_____

_____

Is there any weak area of knowledge that should be strengthened by the College?

(32-33) _____

_____

_____

9. Please feel free to add any additional comments:

(34-35) _____

_____

_____

_____

_____

10. If further evaluation of college programs is needed, would you be willing to share your expertise and be contacted by our faculty?

(36) (1) ☐ Yes (2) ☐ No

Supervisor Completing This Questionnaire:

Name _____

Title _____

Company/Organization _____

Street _____

City/State/Zip Code _____

Please return to: *Dr. Robert L. Gell*
Dean of Institutional Research and Analysis
Montgomery Community College
51 Mannakee Street
Rockville, Maryland 20850

APPENDIX B

EMPLOYERS WHO PARTICIPATED IN THE STUDY

APPENDIX B

EMPLOYERS WHO PARTICIPATED IN THE STUDY

N=66

Student's Degree	Employer	Students' Position/ Title
CAREER		
Cartography	Defense Mapping Agency Topo. Command Brooks Lane Washington, D.C.	Cartographer
Computer Science-Business	Stone Industrial Corp. 51st and Cree Lane College Park, Md. 20740	Programmer Trainee
Computer Science-Business	Bechtel Power Corp. 15740 Shady Grove Rd. Gaithersburg, Md. 20760	Technician
Computer Science-Business	Project Hope 2233 Wisconsin Ave. Washington, D.C.	Systems Analyst
Computer Science-Math	Giant Food Inc. Bel Pre Rd. Silver Spring, Md.	Clerk
Dental Assisting	Dr. H.H. Rust, DDS 901 University Blvd. W. Silver Spring, Md.	Dental Assistant
Engineering Tech.-Architecture	Six Associates, Inc. Box 5594 Asheville, N.C. 28803	Arch. Field Supervisor
Engineering Tech.-Architecture	Bechtel Corp. & Affiliated Interests 15740 Shady Grove Rd. Gaithersburg, Md.	Asst. Draftsman
Engineering Tech.-Electronics	C & P Telephone Co. of Md. 8670 Georgia Ave. Silver Spring, Md.	Central Office Repairman

Student's Degree	Employer	Students' Position/ Title
Fire Science	Sandy Spring Fire Dept., Inc. 16911 Georgia Ave. Olney, Md. 20832	Captain
Fire Science	Kensington Vol. Fire Dept. Box 222 Kensington, Md. 20795	Lt., Training Officer
Fire Science	Dept. of Fire & Rescue Services, Mont. County 6110 Executive Blvd. Rockville, Md.	Fire Prevention Officer III
Fire Science	Hartford Ins. Group 100 N. Pitt St. Alexandria, Va.	Title not given
Business Management	Bisels Supermarket Burtrum, Minn. 56336	Title not given
Business Management	Bureau of Rehabilitation 1111 H. St., N.W. Washington, D.C.	Secretary
Medical Lab. Tech.	Columbia Hosp. for Women 2425 L. Street Washington, D.C.	Medical Lab. Tech.
Medical Lab. Tech.	Eugene Leland Memorial Hospital 4408 Queensbury Rd. Riverdale, Md.	Medical Lab. Tech.
Medical Lab. Tech	Dr. Gilbert Barkin 808 Pershing Dr. Silver Spring, Md.	Medical Lab. Tech.
Medical Lab. Tech.	Holy Cross Hospital 1500 Forest Glenn Rd. Silver Spring, Md. 20902	Medical Lab. Tech.
Mental Health Assoc.	Spring Grove Hospital Center Catonsville, Md.	Mental Health Assoc.
Mental Health Assoc.	Christ Child Inst. for Children Edson Lane Rockville, Md.	Child Care Worker

Student's Degree	Employer	Students' Position/ Title
Mental Health Assoc.	Goodwin H. Taylor, Ltd 6121 Lincolnia Rd. Alexandria, Va. 22312	Secy./Recept./Typist
Mental Health Assoc.	Catonsville Comm. College Catonsville, Md.	Counselor Aide I
Mental Health Assoc.	Woodbine Nursing & Convalescent Center 2729 King St. Alexandria, Va.	Recreation Director
Nursing	Providence Hospital 1150 Varnum St., N.E. Washington, D.C.	Staff Nurse
Nursing	Providence Hospital	Staff Nurse
Nursing	Montgomery General Hospital Olney, Md.	Staff Nurse II
Nursing	George Washington Univ. Hosp. 901 23rd St., N.W. Washington, D.C.	Staff Nurse
Nursing	Harris Kenner, M.D. 10401 Old Georgetown Rd. Suite 401 Bethesda, Md. 20014	Nurse
Nursing	Walter Reed Army Medical Center Washington, D.C.	Staff Nurse
Nursing	Suburban Hospital Old Georgetown Rd. Bethesda, Md.	Night Nurse
Nursing	Washington Adventist Hosp. Takoma Park, Md.	"Float" Nurse
Criminal Justice	Drug Fair 12209 Georgia Ave. Wheaton, Md.	Asst. Manager

Student's Degree	Employer	Students' Position/ Title
Criminal Justice	Holy Cross Hospital 1500 Forest Glen Rd. Silver Spring, Md. 20901	Food Service Supervisor
Secretarial-Executive	National Bureau of Standards Dept. of Commerce Washington, D.C.	Clerk-Typist
Secretarial-Executive	DHEW, Food & Drug Admin. 5600 Fishers Lane Rockville, Md. 20852	Secretary
Secretarial-Legal	The Retired Officers Assoc. 1625 Eye St. Washington, D.C.	Legislative Secretary
Secretarial Certificate	Dept. of Health, Ed., & Wel. 5600 Fishers Lane Rockville, Md.	Secretary
Secretarial-Medical	U.S. Atomic Energy Comm. Washington, D.C. 20545	Secretary
Secretarial-Medical	Southern Railway System 920 15th St., N.W. Washington, D.C.	Medical Secretary
Secretarial-Medical	Allen J. O'Neill, M.D. 8601 Old Georgetown Rd. Bethesda, Md. 20014	Medical Secretary & Assistant
Recreation Leadership	Montg. County Board of Educ. Rockville, Md.	Teachers Aide
Art Advertising	Flow Laboratories 1810 Chapman Ave. Rockville, Md.	Lab. Technician
Art Advertising	Suburban Personnel 8700 Georgia Ave. Silver Spring, Md.	Counselor
Art Advertising	Arbitron 9320 Ammendale Rd. Beltsville, Md.	Layout Artist

Student's Degree	Employer	Students' Position / Title
Printing Technology	Cheap Eddie's Shrubbery Discount Center 4010 Norbeck Rd. Rockville, Md.	Landscaper/Salesman
Printing Technology	Port City Press 1323 Greenwood Rd. Pikesville, Md.	Estimator
Printing Technology	Burroughs Corp. Salisbury, Md. 21801	Pressman
TRANSFER		
Business Admin.	DC RLA 1325 G St., N.W. Washington, D.C.	Construction Inspector
Elementary Educ.	Fernwood Elementary School 6801 Greentree Rd. Bethesda, Md.	Teacher Assistant
Engineering	WTOP-TV 40th & Brandywine St., N.W. Washington, D.C.	T.V. Transmitter Technician
Gen. Ed./Hum. Soc. Sci.	Peter A. Moholt, Inc. 416 Hungerford Dr. Rockville, Md. 20850	Executive Secretary
Gen. Ed/Hum. Soc. Sci.	Dart Drug Store 13675 Georgia Ave. Silver Spring, Md.	Automotive Manager
Gen. Ed/Hum. Soc. Sci.	Xerox University Microfilms 300 N. Zeeb Rd. Ann Arbor, Mich. 48106	Outside Camera Operator
Gen. Ed./ Hum. Soc. Sci.	American Forces Radio & Television Service 1117 19th St., N. Arlington, Va. 22209	Broadcast Engineer
Gen. Ed/Hum. Soc. Sci.	Arena Stage 6th & M. Sts., S.W. Washington, D.C. 20024	Box Office Asst.

Student's Degree	Employer	Students' Position/ Title
Gen. Ed./Hum. Soc. Sci.	Dept. of Transportation 400 7th St., S.W. Washington, D.C.	Travel Clerk/Passport Agent
Gen. Ed./ Hum. Soc. Sci.	Milerham & King, Inc. 12160 Nebel St. Rockville, Md.	Sales Manager
Gen. Ed./Hum. Soc. Sci.	Sears Roebuck & Co. 10301 Westlake Dr. Bethesda, Md. 20034	Bill Collector
Gen. Ed./Hum. Soc. Sci.	Rockville Presbyterian Co-op Nursery School 215 W. Montgomery Ave. Rockville, Md.	Teacher
Gen. Ed./Hum. Soc. Sci.	Thos. D. Walsh, Inc. 1900 K St., N.W. Washington, D.C.	Secretary
Gen. Ed./Sci.&Math	Veterans Administration Hosp. 50 Irving St. Washington, D.C.	Research Tech.
Gen. Ed./Sci.&Math	Sperry Rand UNIVAC 2121 Wisconsin Ave. Washington, D.C.	Sr. Systems Engineer
Secondary Educ.	National Security Agency Ft. Meade, Md. 20755	Technician
Secondary Educ.	Chestnut Lodge 500 W. Montgomery Ave. Rockville, Md.	Nurses Aide
Secondary Educ.	Volpe Construction Co. 3737 Branch Ave. Washington, D.C.	Carpenter

APPENDIX C

TYPES OF EMPLOYERS

OF EMPLOYED 1972-1973 GRADUATES

APPENDIX C

TYPES OF EMPLOYERS OF EMPLOYED 1972-1973 GRADUATES

N=245

Type of Employer	Career Graduates	Percent	Transfer Graduates	Percent	Total	Percent
Hospital	29	12%	4	1%	33	13%
Government Agency	40	16%	17	7%	57	23%
Private Firm	64	26%	56	23%	120	49%
School	5	2%	10	4%	15	6%
Doctor's Office	15	6%	1	1%	16	7%
Public Utility	2	1%	2	1%	4	2%
TOTAL	155	63%	90	37%	245	100%

APPENDIX D

EMPLOYERS OF 1972-1973 GRADUATES BY LOCATION AND TYPE

APPENDIX D

EMPLOYERS OF 1972-1973 GRADUATES BY LOCATION AND TYPE

N=245

Location / Type of Employer	Montgomery County	District of Columbia	Other Maryland Counties	Virginia	Other State	Totals	Percent
Hospital	17	9	6	0	1	33	13%
Government Agency	33	17	3	4	0	57	23%
Private Firm	67	21	12	11	9	120	49%
School	9	3	1	0	2	15	6%
Doctor's Office	13	2	0	0	1	16	7%
Public Utility	3	1	0	0	0	4	2%
TOTAL	142	53	22	15	13	245	
PERCENT	58%	22%	9%	6%	5%	100%	100%

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of the

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